



## EBS PAC Meeting

**Date:** 5/21/09

**Time:** 10:30 A.M. – 12:00 P.M.

**Location:** EBS West Conference Room

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### Introduction

The meeting covered PP3 issue validation, the HCM Consolidated Issues Log, a recap of the Project schedule, HCM post go live support plan, an update on time approval, and bureau readiness activities, including dashboard and time entry readiness checklist.

### Parallel 3 Testing

Bruce Theurer reported on the status of parallel 3 testing, and the process for issue validation. There were 103 reported issues from parallel 3 testing. Eighty-four (84) have been closed. The Project team uses the same process to resolve issues as before. They create a resolution of the issue, and report the resolution back to the Bureau. The issue is then considered closed. If the Bureau requests further action or explanation of the issue, the Project team will meet with them to resolve, and close. Issue resolution meetings are being scheduled with bureaus for next week.

### Consolidated Issues Log

Bruce reported on the status of the Consolidated Issues Log. Bruce said the “open” issues from parallel 3 testing will be transferred to the Consolidated Issues Log.

- Total Issues: 231
  - Closed: 204
  - Open: 27
    - 8 requirements
    - 3 break-fix/config
    - 5 process
    - 4 post go live/with follow up communication
    - 4 communications
    - 3 Other

### Project Schedule

Bruce recapped the schedule, which has not changed. May and June calendars are attached.

- PP3
  - PP3 Issue Resolution 5/18 – 5/29
  - Cost Object Demonstrations 5/21 – 5/29
- Training
  - Level 2 courses 5/4 – 5/26
- Interim Time Process
  - Dry Run 5/14 – 5/27
  - Assessment 6/1 – 6/5
- Cutover Activities 6/5 – 7/2
- Go-Live Decision (Joint ESC/PAC) 6/11

### **Accountability/Time Approval**

As the lead of the Time Approval Subcommittee, Jennifer Sims provided an update on where they are with approving time for go live. She said they are zeroing in on the reports for the ESS Time Reviewers to use for approvals. The Time Approval Subcommittee and ESS pilot group change agents will be reviewing the timekeeper reports on May 28<sup>th</sup>, and provide feedback to the Project.

### **HCM Support Plan**

Jane Braaten reported on the key process components for the HCM support plan.

- **Confirming Support Contacts**  
The OCM team is confirming the support contacts for each bureau and module (TM and PA) and will provide to change agents next week.
- **Bureau Staff Availability (sample communication)**  
The Project is providing bureaus with a sample communication that Directors or Managers can use to notify employees who may be called in to work to support the City's cutover to SAP. Jane Braaten sent an email to Sponsors and Agents on 5/18 with a sample message from Bureau Director/Manager.
- **Paycheck Resolution Process (handout)**  
A draft of the process for reporting and resolving paycheck errors is presented to the PAC for review. Tom Schneider reviewed the draft handout (Off Cycle Payroll Check Policy for Resolution of Reported SAP Paycheck Variances, and SAP Paycheck Variance Reporting and Resolution Process is attached) with the PAC for their input. The PAC's changes to the draft are noted on the attached handout. Once the process is in place, the EBS Project will provide two different versions of the process: 1) for employees, and 2) for supervisors and timekeepers.
- **Checklist for Timekeepers on Time Entry Error Corrections**  
Timekeepers will receive instruction on the paycheck resolution process for go live. With those instructions will be a checklist to guide them in how to correct time entry errors that are identified after paychecks are issued.
- **Scheduling Bureaus for Required Go Live Support Sessions for Timekeepers, Personnel Admin**  
The OCM team is firming up the support schedule for go live (June 18 – June 25). Timekeepers and PA employees will be required to meet with functional experts on the 14<sup>th</sup> floor to receive their password to the new system and to do their initial time entry and PA transactions in SAP. Jane said they will share this schedule with the PAC next week.

### **Bureau Readiness**

Jane Braaten reported on bureau readiness activities, including the dashboard and time entry checklist.

- **FLSA work week memo from BHR (handout)**  
For employees who are FLSA covered (non-exempt), State law requires the City to maintain a record of their work week. Most employees' work week schedule defaults Thurs. – Wed. If the work week schedule is different than the default, the bureaus will need to document and have the employee acknowledge his or her work week schedule. To assist bureaus with this process, Anna provided a sample communication (memorandum) to the PAC that they can use in their bureau to record an employee's work week schedule. BHR will be sending a communication to all bureaus with a template. Anna Kanwit asks that bureaus complete this task before we go live.
- **Time entry improvement strategies**  
The EBS Project has identified strategies bureaus can use to reduce the risk of time entry errors.
  1. Confirm understanding of time entry errors part of testing signoff
  2. Require review of course materials, job aids, Basic Reporting prior to training
  3. Conduct management assessment of readiness
  4. Conduct bureau-specific training or coaching
  5. Start process for checking time entry from previous day

HCM Dashboard

14-May	HCM - Bureau Readiness Dashboard															
	BES	Parks	BDS	PBOT	Water	Police	Fire	BOEC	FPD	B Ops	Acct	Rev	BHR	BTS	BHCD	Pur
Issue Resolution	Green											Green				
Testing		Green		Green				Green								
Timekeepers								Green					Green			
Business Process				Green				Green		Green				Green		
Data Conversion				Green												
Interfaces						Green										
Go Live Support																
	Completed/On Track - Green					Yellow - Some Risk					Red - High Risk					

21-May	HCM - Bureau Readiness Dashboard															
	BES	Parks	BDS	PBOT	Water	Police	Fire	BOEC	FPD	B Ops	Acct	Rev	BHR	BTS	BHCD	Pur
Issue Resolution	Green				Green											
Testing																
Timekeepers				Green												Green
Business Process															Green	
Data Conversion																
Interfaces																
Go Live Support																
	Completed/On Track - Green					Yellow - Some Risk					Red - High Risk					

**General Comments:**

1. Bureaus would like more information on the go live support plan and how time entry questions will be answered.
2. Some post go live processes are still unclear.

**PAC reported on yellows:**

Parks – Training issue, there are some Timekeepers who have not been trained. Also, there are 400-500 new hires in June. BHR is working with Parks on this hiring issue.

Fire – FLSA Testing

BTS – Additional practice and support sessions needed for their Timekeepers

Accting – Business processes for Time and Payroll

BHR – Business processes for Time and Payroll

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# HCM Time Entry Readiness Checklist Report

Report Date: 05/21/09 Time Entry Readiness Checklist Report for Bureaus in Group 1-Timekeeper and/or Group 2-Interim Timekeeper

Bureau	Group 1 - Timekeeper				Group 2 - Interim Timekeeper				
	Timesheets added for TK input into SAP?	Communication of timesheet & process change planned?	Communication completed?	Dry run completed?	Interim process for time entry determined?	Timesheet created?	Communication of timesheet & process change planned?	Communication completed?	Dry run completed?
Auditor's Office	Yes	Yes	Yes	Yes	N/A	N/A	N/A	N/A	N/A
BDS	N/A	N/A	N/A	N/A	Yes	Yes	Yes	No	No
BES	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
BHCD	N/A	N/A	N/A	N/A	Yes	Yes	Yes	Yes	No
BOEC	Yes	Yes	No	Not participating	N/A	N/A	N/A	N/A	N/A
Cable	Yes	Yes	Yes	Not participating	N/A	N/A	N/A	N/A	N/A
City Attorney's Office	Yes	Yes	Yes	Not participating	N/A	N/A	N/A	N/A	N/A
Council Offices	Yes	Yes	Yes	N/A	N/A	N/A	N/A	N/A	N/A
Fire	Yes	Yes	No	Not participating	N/A	N/A	N/A	N/A	N/A
FPD&R	N/A	N/A	N/A	N/A	Yes	Yes	Yes	Yes	No
Government Relations	Yes	Yes	Yes	Not participating	N/A	N/A	N/A	N/A	N/A
Human Relations	Yes	Yes	Yes	N/A	N/A	N/A	N/A	N/A	N/A
OMF-Accounting	N/A	N/A	N/A	N/A	Yes	Yes	Yes	Yes	No
OMF-BHR	N/A	N/A	N/A	N/A	Yes	Yes	Yes	Yes	No
OMF-BTS	N/A	N/A	N/A	N/A	Yes	Yes	Yes	Yes	No
OMF-Business Operations	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No
OMF-Financial Planning	N/A	N/A	N/A	N/A	Yes	Yes	Yes	Yes	No
OMF-Purchases	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No
OMF-Revenue	N/A	N/A	N/A	N/A	Yes	Yes	Yes	Yes	No
OMF-Treasury	N/A	N/A	N/A	N/A	Yes	Yes	Yes	Yes	No
ONI	N/A	N/A	N/A	N/A	Yes	Yes	Yes	Yes	No
Parks	Yes	Yes	No	No	Yes	Yes	Yes	No	No
PBOT	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Planning & Sustainability	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No
POEM	Yes	Yes	Yes	Not participating	N/A	N/A	N/A	N/A	N/A
Police	Yes	Yes	Yes	N/A	N/A	N/A	N/A	N/A	N/A
Water	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No

**Next Meeting:**

Thursday, May 28 – Joint ESC/PAC, 10:30 – noon, EBS West Conf. Room

## Schedule for May

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>3</b> MAY	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>
	PP3 Validation					
	Level 2 Training					
<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>
	PP3 Validation					
	Level 2 Training					
				Time Entry Dry Run		
<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>
	PP3 Issue Resolution					
	Level 2 Training					
	Cost Object Demos					
	Time Entry Dry Run					
<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>
	PP3 Issue Resolution					
	Level 2 Training					
	Cost Object Demos					
	Time Entry Dry Run					

## Schedule for June

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>31</b>	<b>1</b> JUNE	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
	Deadline for IBIS changes to HR/Central Payroll					
	Time Entry Assessment					
<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b> <b>Go Live Decision</b>	<b>12</b>	<b>13</b> Pseudo Payroll
				Final HR transactions in IBIS	Final IBIS Time Entry	Final IBIS Payroll
	No PA Transactions into SAP					
<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b> <b>PAY DAY (IBIS)</b>	<b>19</b>	<b>20</b>
IBIS Data Available	<b>SAP Downtime - includes FILO</b>					
	Data Conversion				SAP Time Entry	
	No PA Transactions into SAP			PA Entry Begins		
<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>
	SAP Time Entry					
	PY Processing & Corrections					
<b>28</b>	<b>29</b>	<b>30</b>	<b>1</b> JULY	<b>2</b> <b>PAY DAY (SAP)</b>	<b>3</b>	<b>4</b>
PY Processing	PY run in SAP					

Time Entry completed by 5pm on 6/25.

## DRAFT FOR PAC REVIEW

### Off-Cycle Payroll Check Guideline for Resolution of Reported SAP Paycheck Variances

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The City's policy is to minimize the issuance of Off-Cycle payroll checks for reported paycheck variances to the greatest extent possible and still maintain compliance with legal and contractual restrictions regarding such pay discrepancies.

1. The preferred resolution for all paycheck variances is to correct them on the next regular payroll.
2. For underpayments, an employee may specifically request an Off-Cycle check to resolve an underpayment issue as long as:
  - a. The net pay variance is \$100 or more for full-time, and \$50 or more for part-time employees, and
  - b. The Off-Cycle request is made by the Bureau in writing after the regular payday to the EBS Project;
3. Underpayment variances that do not meet the criteria listed in #2 above will be corrected on the next regular payroll.
4. For overpayments, all variances must be reported to Central Payroll in the same manner as underpayments (via a call or email? to the EBS Call Center by the Timekeeper?). Overpayments will be corrected in accordance with Bureau of Human Resources guidelines and instructions.

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Deleted: Support Contact

Deleted: on the next regular payroll, unless alternative arrangements are provided

## DRAFT FOR PAC REVIEW

### SAP Paycheck Variance Reporting and Resolution Process

1. Variances will be reported first to the bureau Timekeeper or Supervisor for initial investigation.
  - a. Employees report [\(need clarification, is it the same process as today?\)](#) variances to Timekeepers or Supervisor in accordance with bureau instructions.
  - b. Timekeeper/Support Contact investigates and resolves reported variance, if possible.
2. If the Timekeeper/Support Contact is unable to resolve a variance, timekeeper reports the variance via email to EBS Call Center. The email will contain:
  - a. A variance report form which includes a calculation of the expected payment.
  - b. A copy of the employee's remittance statement.
  - c. And an indication of whether the employee wants an off-cycle check or is willing to wait until the regular pay cycle if he/she is owed an amount above the off-cycle threshold.
3. The variance information reported via email to the EBS Call Center will be entered into Altiris [\(what is Altiris? Software tracking system that BTS uses for managing issues\)](#) and the supporting attachments will be saved to a secured EBS folder for access by the HCM and Central Payroll Teams. Information tracked in Altiris will include the following information:
  - a. Name of Timekeeper reporting variances
  - b. Times and dates reported
  - c. Employee name and ID number
  - d. Paycheck, remittance number, or other identifying information
  - e. Categorization of item being reported including but not limited to:
    - i. Time entry error
    - ii. Configuration deficiency
    - iii. Cutover data discrepancy
    - iv. Labor contract/HR Rule Issue
    - v. Communication issues
    - vi. Training issues
    - vii. Other issues
  - f. Requested action or recommended solution
  - g. Identification of project team "owner" (name of assigned individual) for each logged issue
  - h. Resolution and other relevant notes
  - i. Approximate amount of under or over payment to employee
  - j. Resolution date
4. On a daily basis, HCM Team Leads will review and assign resolution owners for each issue on the log.
5. BHR will be kept informed of the nature and number of PY variance issues reported, as required to support problem solving or City labor union communications.
6. Project team owners research and resolve assigned issues and recommend actions needed to clear the open issues. EBS-HCM leadership team will monitor open issues on a daily basis.
7. [The Project will be conducting daily call ins with bureaus to see how they are doing and whether or not they need additional support or resources for reporting variances. Sponsors/Agents need to be kept informed of the number of variances/issues.](#)
8. Altiris will generate an email to the timekeeper or contact person reporting the issue once the EBS team closes the item. The resolution is communicated by this person to the employee.
9. Off-Cycle checks will be issued, as necessary, in accordance with the City's policy for Off-Cycle payroll check [guidelines](#).

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